CARDINUS
riskmanagement

PACE Essentials

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PACE Concepts

The risk rating system

Every risk assessment question has a number of possible responses, and each response has an associated risk rating.

When a user answers a question, the appropriate risk rating is recorded. This is known as the item risk.

Within a category of questions, the highest "item risk" is recorded as the category risk.

The highest "category risk" becomes the overall risk to the user, i.e. the user risk. The table to the right helps to illustrate this process.

	Item Risk	Category Risk	User Risk
Lighting			
Q1	0	4	10
Q2	4		
Seating			
Q21	0	6	
Q22	2		
Q23	6		
Q24	0		
Your Comfort			
Q33	10	10	
Q34	6		
Q35	0		
Q36	10		

To reduce the "user risk", control measures (tasks) are assigned to one or multiple items. As tasks are marked as "resolved", the category risk is automatically adjusted and any changes to the category risks are immediately reflected in the user risk rating.

Risk ratings are colour coded as follows:

0-3 **Green**
4-6 **Amber**
7-10 **Red**

Tasks, task codes and status codes

Tasks are added to a risk assessment record to make note of the control measures taken to reduce a risk. For instance, if a risk assessment identifies a user with eyesight problems, the measure taken to control the risk may be an eye test, duly noted by adding a task.

Task codes are applied to each control measure (task) added to PACE. They enable control measures to be easily reported on. For instance, a code of "Eye test referral" can be searched for, bringing up a list of all users who have had this code applied to their record. (Task codes can be modified or created within PACE.)

Status codes are applied to records to show their current status. The generic ones are: 00 – not viewed, 10 – actioned, 20 – completed and 30 – archived. Additional status codes can be added by a master administrator. One favourite addition is 25 – no issues. This helps differentiate between those that have had issues resolved and those that have not had issues at all.

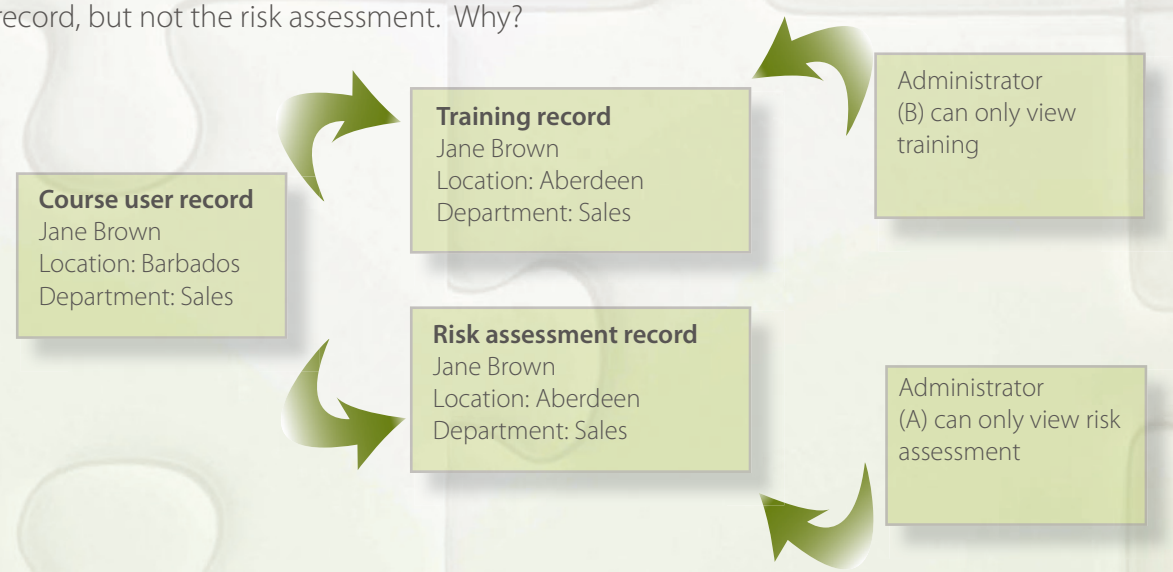
How PACE manages locations and departments

It is important to understand how PACE uses the location and department criteria to select and display data. This varies depending on whether you are looking for training or risk assessment data.

It is easiest to explain why the differences exist by using an example:

Jane Brown is in the sales department in Aberdeen. She completes the training and risk assessment:

After becoming Salesperson of the Year she is offered a year contract in Barbados, which she immediately jumps at. As soon as she is on the plane, her PACE administrator (A) changes her Location to Barbados (course user record). The next day, the Barbados administrator (B) checks under Barbados and finds the training record, but not the risk assessment. Why?



The reason for this behaviour is that the Risk Assessment records are "fixed". No details in the risk assessment data gathered can ever be changed, for legal as well as practical purposes.

However, the training record "moves" with the individual. This is because it is important that the current administrator (B) knows that Jane has completed the training but risk assessments completed at previous locations are completely irrelevant.

Obviously any new risk assessments will have the location "Barbados" so will be visible to (B).

1.0 Logging in to PACE

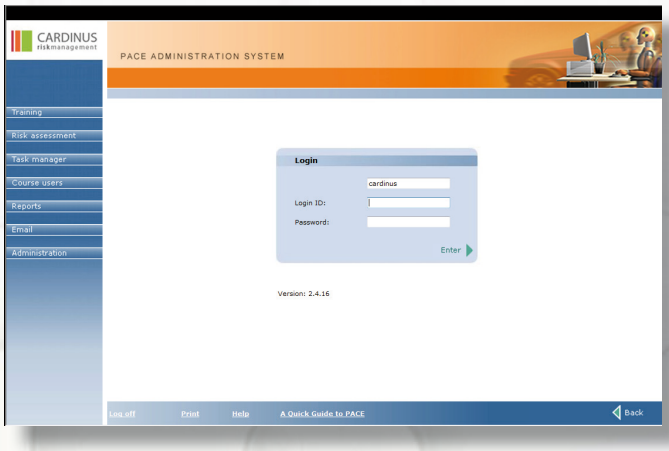
1.1 Access the Cardinus software via your link - in most cases a variation of the following:

http://www.cardinus.com/launch.asp?id=xxxxx11111&admin=true

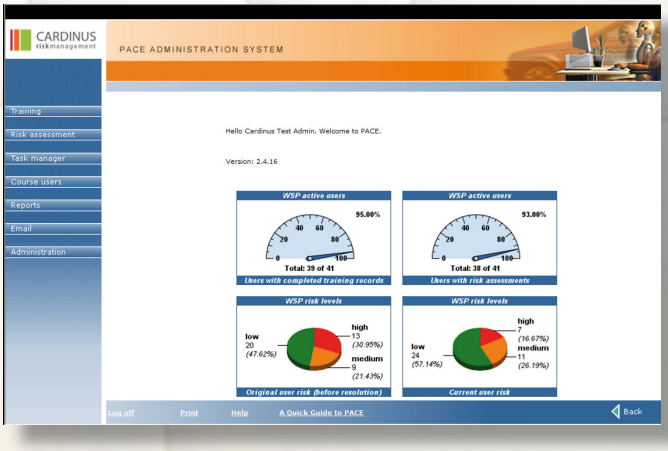
1.2 At the Cardinus screen, select the following link:

Click here to start PACE Administration System

1.3 Now enter the **Login ID** and **Password** allocated to you by your master administrator. (Note: the first field, 'Database', is not normally visible or required.)



1.4 Your welcome page will give you information about any outstanding and overdue tasks assigned to you. There may also be quick links to access those tasks.



In addition, the "Dashboard" displays a graphical summary of the current status of your Workstation Safety Plus users. It is important to remember that however many additional courses you are running, the Dashboard only relates to Workstation Safety Plus. It enables you to see at a glance:

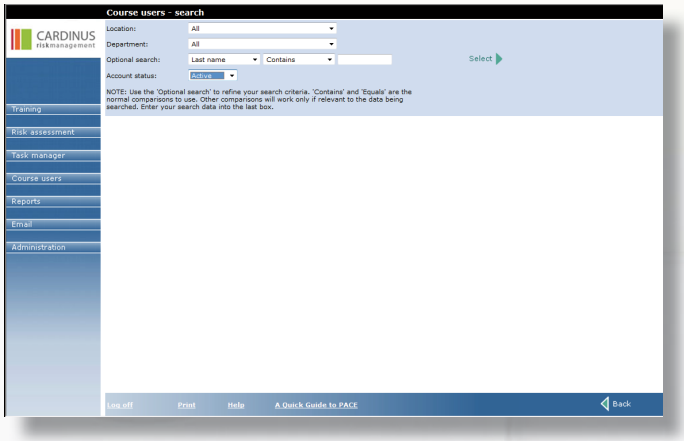
- % of WSP users with completed training records
- % of WSP users with risk assessment records
- Summary of the level of risk identified when users completed their risk assessments
- Summary of the current level of risk (taking into account any actions taken by the user or administrators to reduce risk)

NOTE ON NAVIGATION

The bar at the bottom of the screen contains several links to aid with navigating and using PACE. Most important is the "Back" button, which has been deliberately positioned as far from the Internet Explorer "Back" button as possible, but you will also find a link to Log off from PACE, a link to Print what is currently shown on the screen and links to PACE help documents.

2.0 Managing course users

2.1 Click **Course users**. From here you can search for users by **Location**, **Department**, or by providing all or part of their last name in the **Optional search** box.

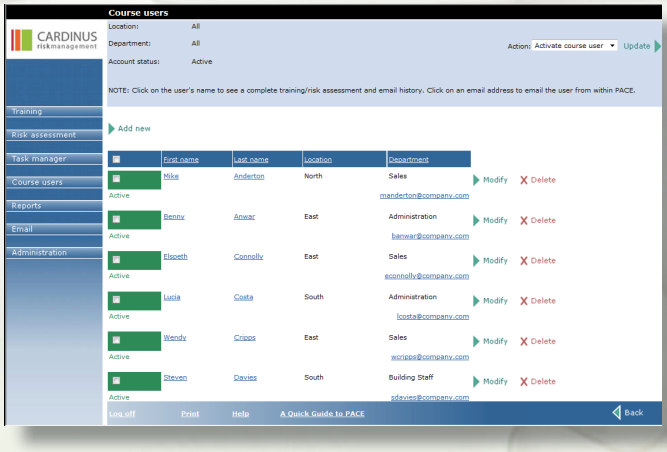


When searching for users, it is a good idea to change **Account status** to "All". This will ensure that you will find the user whatever their status in the system might be.

There are four possible statuses:

1. **Active** Active users have full access to the system and are using up 1 user licence.
2. **Archived** When a user leaves the organisation, their status should be changed to "Archived". This removes their access and makes their user licence available for someone else.
3. **Disabled** Used to restrict user access to the system and exempt them from receiving automatic emails. Usually this is to cover maternity leave and other long term absence. They are still using 1 user licence whilst Disabled.
4. **Locked** A user will be "Locked" when they have entered the wrong password too many times. Their user licence is not affected, but they will be unable to access the system until changed back to "Active" status by an administrator.

2.2 From the Course users screen displayed opposite you can:



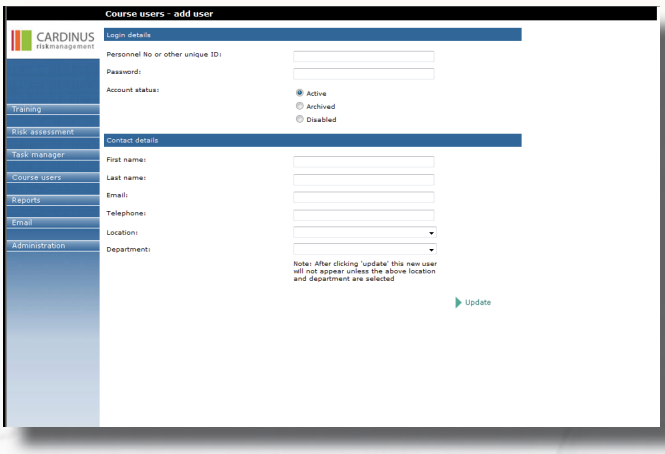
- Add new course users with the **Add new** button.
- **Modify** the details of course users who are already in the system.
- Click the users **First** or **Last** name to access their user record.
- Send emails to individual users by clicking their **email addresses**.
- Use the check boxes and the Action drop-down menu to change the status or send emails to all selected users.

If your users are having problems accessing their courses, check (and where necessary amend) the following via the **Modify** button:

- Is their **Account Status** set to "Active"? Only Active users can access the courses.
- Is their **email address** correct? Users generally access the system via emails sent from PACE; where a user hasn't received the email it will almost always be because their email address is incorrect. If this is the case, you will need to re-send the appropriate email as described in section 2.4 of this document.
- If your users log in by entering their **Last name,** is their **Last name** correct in PACE?
- If your users log in by entering a password and are unable to access the system; use the **Modify** function to reset their password.

2.0 Managing course users

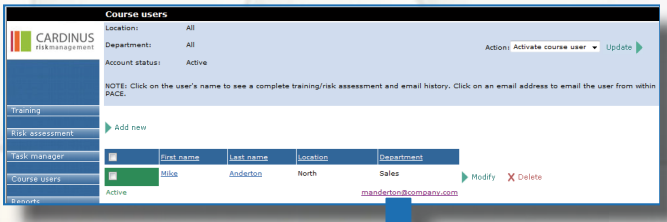
2.3 Click **Add new** to open the **Course users – add user** screen. PACE requires only a limited amount of information on course users. You must provide:

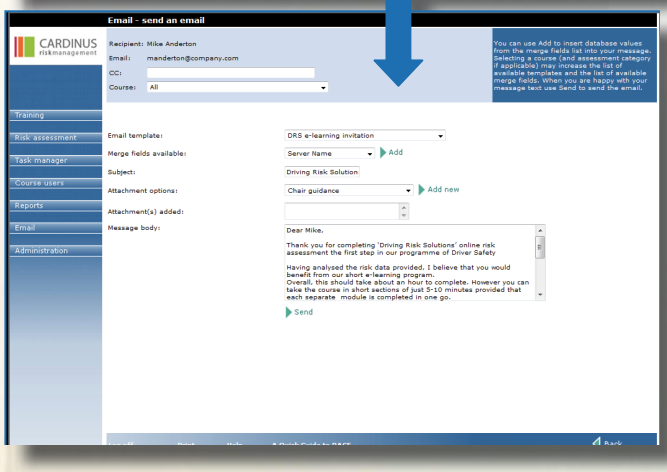


- **Personnel No. or Unique ID**
- **Password** (Optional)
- **First name**
- **Last name**
- **Email** (Optional)
- **Location**
- **Department**

PACE also has the ability to capture further information as required by your organisation. These fields will also appear on this screen. Clicking **Modify** next to a user's name on the Course users screen brings up a similar-looking screen to the above allowing you to make any changes you might need to that user's details.

2.4 Once added to the system, users need to receive an Invitation email which invites them to complete their courses. You can do this from the **Course users** screen by clicking their **email address**.





Select the appropriate **Email template**, this will usually be called "[course name] Invitation". Once you have selected that template, the **Message body** box will display the email that is going to be sent.

Click **Send** and the email will be immediately sent to the user.

Time Saving Tip – Sending the same email to multiple users at the same time

If you need to send emails to multiple course users at the same time:

- Use the **Course users – search** screen to bring up a list of all relevant users.
- Tick the box to the left of all users you want to email (if you want to email all users in the list, tick the blue box at the top of the list and all will be selected).
- Change the **Action** drop-down to "Email course user".
- Click **Update**.

You will see the same screen as above.

Choose the appropriate **Email template.**

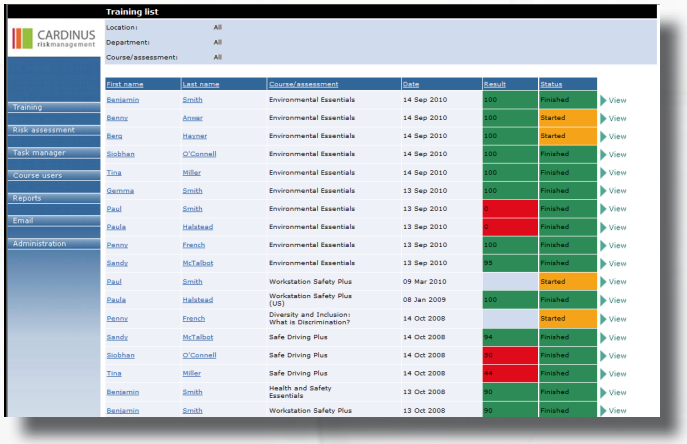
- Because you are sending to multiple users, the email will be addressed "Dear #1#" or similar. This will be replaced with the user's first name when the email is sent.
- Click **Send**.

Users do not see the distribution list you have used – it will appear to each user that the email has been sent to them alone.

3.0 Monitoring training records

3.1 The **Training** section of PACE is used to view Training records. Training records are created when a user starts a course. Use the **Training list – search** screen to narrow your list of records by **Location** / **Department** / **User** or **Course**.

The **Training list** shows training records in chronological order, starting with the most recent. Start by clicking **Last name** column to re-order the records alphabetically by last name. The reason for this is that users are free to complete each course as many times as they wish. Ordering the list by **Last name** ensures that each user's records are displayed together.


Training list
CARDINUS riskmanagement
Location: All
Department: All
Course/assessment: All
Training
Risk assessment
Task manager
Course users
Reports
Email
Administration
First name | Last name | Course/assessment | Date | Result | Status
Benjamin | Smith | Environmental Essentials | 14 Sep 2010 | 100 | Finished | View
Benny | Anwar | Environmental Essentials | 14 Sep 2010 | 100 | Started | View
Berg | Haymer | Environmental Essentials | 14 Sep 2010 | 100 | Started | View
Siobhan | O'Connell | Environmental Essentials | 14 Sep 2010 | 100 | Finished | View
Tina | Miller | Environmental Essentials | 14 Sep 2010 | 100 | Finished | View
Gemma | Smith | Environmental Essentials | 13 Sep 2010 | 100 | Finished | View
Paul | Smith | Environmental Essentials | 13 Sep 2010 | 0 | Finished | View
Paula | Halstead | Environmental Essentials | 13 Sep 2010 | 0 | Finished | View
Penny | French | Environmental Essentials | 13 Sep 2010 | 100 | Finished | View
Sandy | McTalbot | Environmental Essentials | 13 Sep 2010 | 98 | Finished | View
Paul | Smith | Workstation Safety Plus | 09 Mar 2010 | | Started | View
Paula | Halstead | Workstation Safety Plus (US) | 08 Jan 2009 | 100 | Finished | View
Penny | French | Diversity and Inclusion: What is Discrimination? | 14 Oct 2008 | | Started | View
Sandy | McTalbot | Safe Driving Plus | 14 Oct 2008 | 94 | Finished | View
Siobhan | O'Connell | Safe Driving Plus | 14 Oct 2008 | 60 | Finished | View
Tina | Miller | Safe Driving Plus | 14 Oct 2008 | 44 | Finished | View
Benjamin | Smith | Health and Safety Essentials | 13 Oct 2008 | 90 | Finished | View
Benjamin | Smith | Workstation Safety Plus | 13 Oct 2008 | 90 | Finished | View

All courses have an end of course test. If the user has completed the test, their score from that test is displayed in the **Results** column. Results are displayed as a percentage, with a standard pass mark of 80. Results below 80 will be displayed in red, with 80 and above displayed in green.

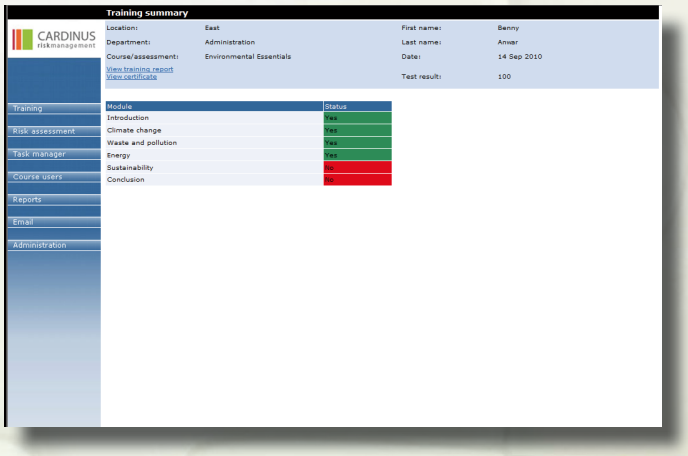
In addition to a **Result**, each course will have a **Status** of either "Started" or "Finished".

3.2 To view an individual training record, click **View** next to the relevant record. The **Training summary** screen gives details of a user's progress, listing all the modules in that course and whether the users has completed that module.

You can email a copy of the **Training summary** by clicking **View training report**. This produces a report which opens in a second screen.

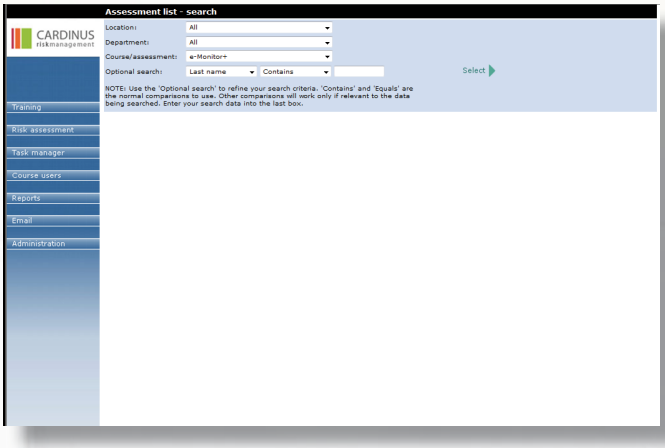
Click **File** – **Send** – **Page by email** to email this report (you may need to first press [**ALT**] on your keyboard to display the File menu).

To produce a certificate for the user, click **View certificate**. This can then be printed or emailed to the user by the same method. Users are also able to produce their own certificates when they complete each course, or at any time afterwards by logging back into the course and following on-screen prompts.



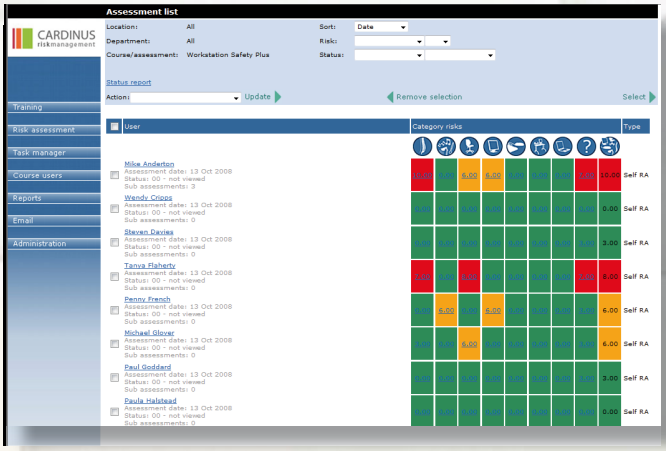
4.0 Monitoring risk

4.1 Click on the ***Risk assessment*** option on the left-hand side of the screen. Choose Workstation Safety Plus from the **Course/assessment** drop-down and click **Select**.

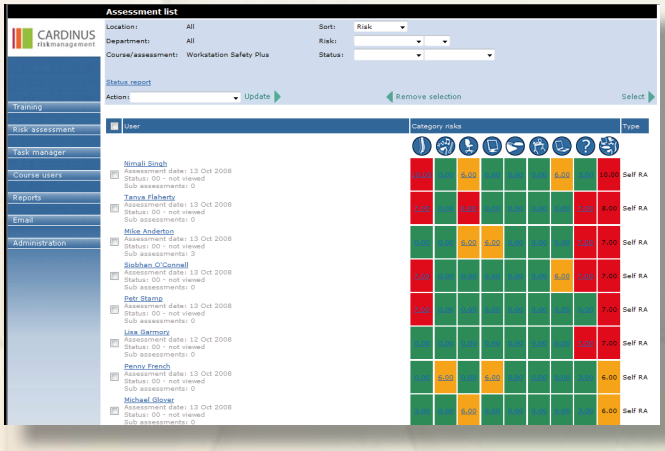


4.2 You can now see a list of risk assessments displayed with their category risks. The risks displayed here are **current** risk – that is they take into account any actions that the user or administrators have taken to reduce risk.

By default this list is ordered according to the date when the assessment was completed with the most recent assessment at the top of the list. You can sort the assessments according to a range of different criteria, but probably the most useful is to display assessments according to the level of risk identified. Choose **Risk** from the **Sort** drop-down box at the top of the screen and click **Select** to display the assessments with the most risk at the top of the list.

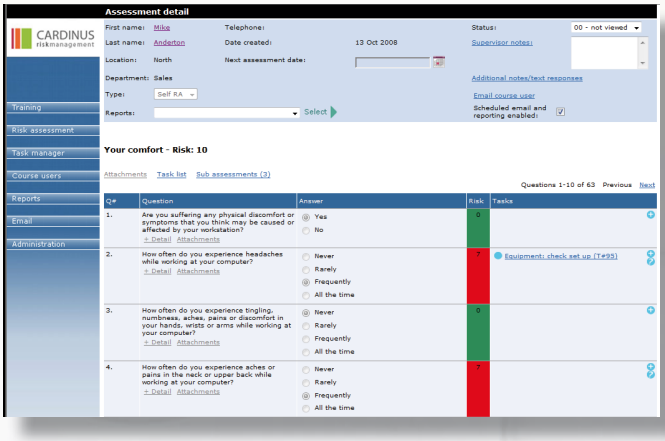


4.3 You can now see the risk assessments which need your most immediate attention at the top of the list. Starting with the top assessment, click on the highest **underscored** category risk to drill down and start addressing the user's individual risks.



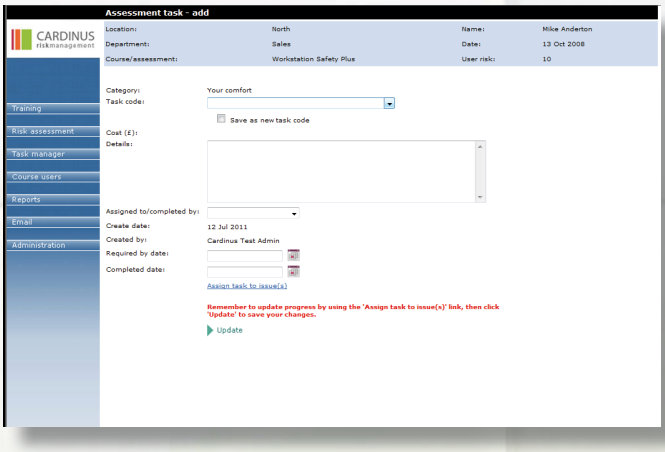
5.0 Managing risk

5.1 You can now see the specific answers that the user gave to each question in the risk assessment. The level of Risk displayed here is the **original** risk and does not take into account any actions that have been take to reduce it.



Risk is reduced by adding **Tasks**. Adding a **Task** is like making a note of the action you have taken or will be taking to resolve the risk. Before being able to add tasks, you may need more information from the user, obtained verbally, in person or via email. (NB: Emails can be sent directly from PACE using the **Email course user** link at the top right of this screen.)

5.2 To add a task, click on the ⊕ icon next to the relevant question. Select an appropriate **Task code** from the drop-down list, then add as much information as possible to support your recommendation in the **Details** field.



Select your own name from the **Assign to/completed by** drop-down box.

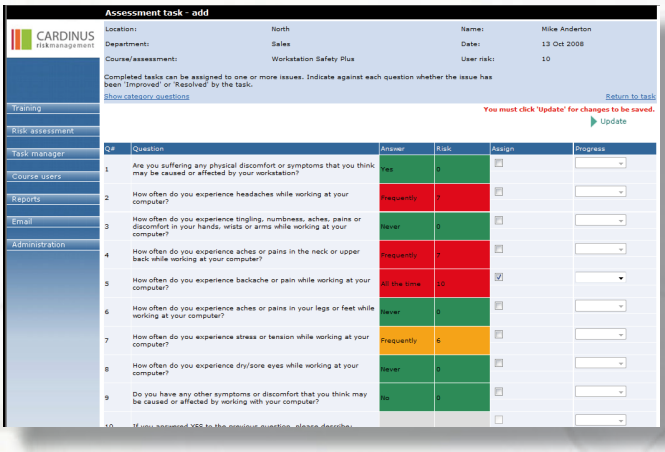
You must enter either a **Required by date** or a **Completed date**. If no further action is required for the task, then a **Completed date** should be set; otherwise you should choose an appropriate **Required by date**, indicating when in the future you expect the task to be completed.

For example:

The user has reported that their feet are not supported when they sit at their desk. You have provided them with a footrest and their feet are now supported. This task has been completed and you enter a **Completed date**.

Alternatively, a user has reported back pain. You have helped them to set up their workstation so that they are able to adopt the correct posture, but you know that the impact of this change will only be felt over time. On this occasion you record the task in PACE, but set a **Required by date** which is six weeks in the future at which point you will return to the user, evaluate the impact and hopefully record the task as complete.

5.3 Finally, click on the **assign task to issue(s)** link to record the effect (if any) that the task has had on the user's risk. There will already be a tick in the **Assign** box next to the question you started from; you can assign the task to any additional questions to which it might be relevant. By default you can see only the questions from one category. Click **Show all questions** to see all of your risk assessment questions.



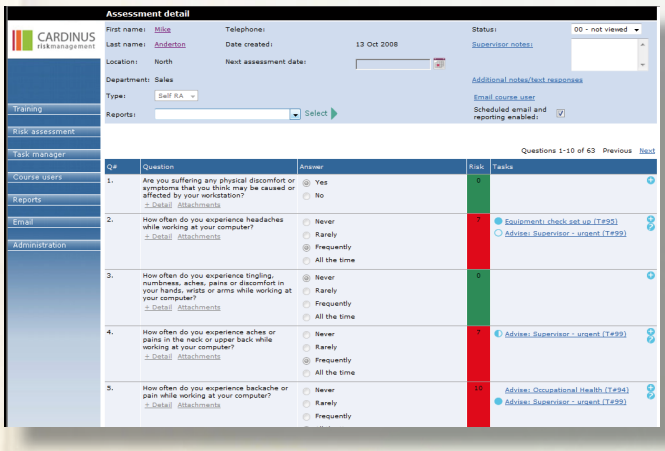
Update the Progress column for each assigned question based on the effect you have had:

Actioned – records that action has been taken. It has no impact on the level of risk assigned to that question.
Improved – records that the action has had some impact but some risk remains. The level of risk assigned to that question is not reduced.
Resolved – records that there is now no risk. The level of risk assigned to that question is reduced to 0.

You may choose simply to leave the **Progress** column blank, indicating that at this point the task has had no impact on the user's risk.

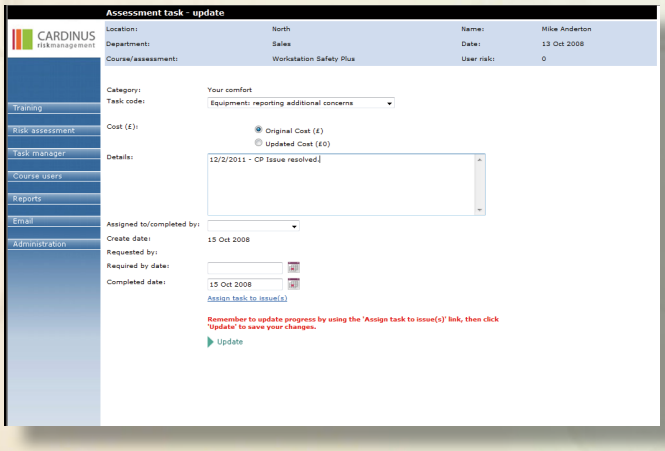
When you are happy that the task has been assigned to all relevant questions, and that you have accurately updated the **Progress** that has been made, click **Update**.

5.4 You have returned to the **Assessment detail** screen. You can see the task that you have added in the **Tasks** column next to the assigned questions. The icon next to the task tells you it's current progress:

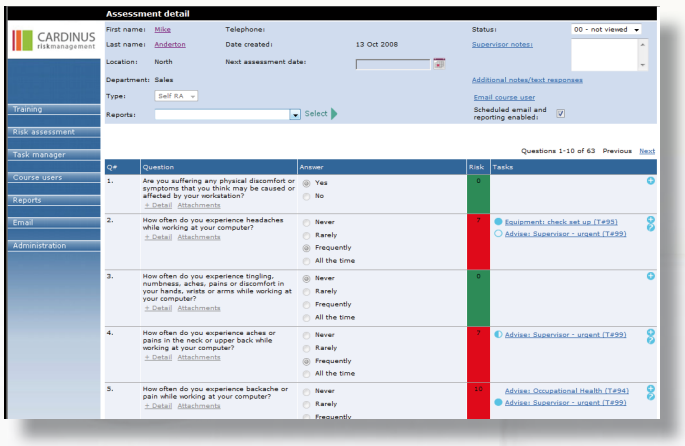


○ - Actioned
◐ - Improved
● - Resolved
[no icon] – No progress recorded

5.5 The task code which you assigned is displayed next to the icon. You can update an ongoing task by clicking on the task code. From this screen you can update the **Details** box with recent actions, add a **Completed date** if the task is closed or amend the **Required by date**. Once you have made the changes, be sure to use the **Assign task to issue(s)** link to update the **Progress** which has been made.



5.6 Before exiting the risk assessment (at any stage), remember to change the Status code to accurately reflect the current status of that assessment. The exact set of Status codes will depend on how your Master Administrators have configured your system, but you are likely to have at least the following:

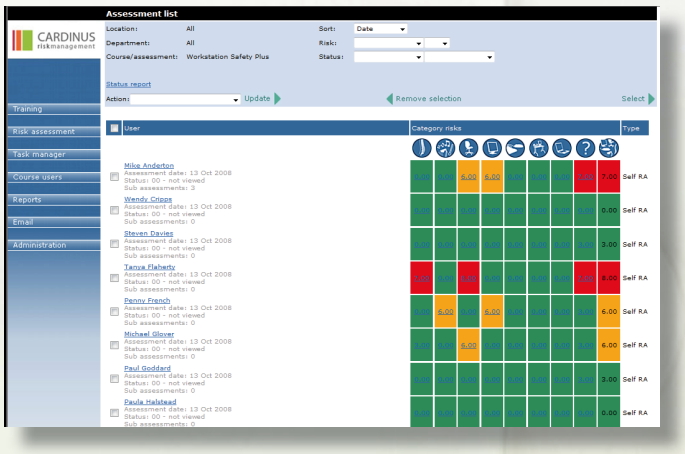

Assessment detail
CARDINUS
riskmanagement
Training
Risk assessment
Task manager
Course users
Reports
Email
Administration
First name: Mike
Last name: Anderton
Location: North
Department: Sales
Type: Self RA
Reports:
Select
Telephone:
Date created: 13 Oct 2008
Next assessment date:
Status: 00 - not viewed
Supervisor notes:
Additional notes/text responses
Email course user
Scheduled email and reporting enabled:
Questions 1-10 of 63 Previous Next
Q# Question Answer Risk Tasks
1. Are you suffering any physical discomfort or symptoms that you think may be caused or affected by your workstation? Yes No
2. How often do you experience headaches while working at your computer? Never Rarely Frequently All the time
Equipment: check set up (T#95)
Advise: Supervisor - urgent (T#99)
3. How often do you experience tingling, numbness, aches, pains or discomfort in your hands, wrists or arms while working at your computer? Never Rarely Frequently All the time
4. How often do you experience aches or pains in the neck or upper back while working at your computer? Never Rarely Frequently All the time
Advise: Supervisor - urgent (T#99)
5. How often do you experience backache or pain while working at your computer? Never Rarely
Advise: Occupational Health (T#94)
Advise: Supervisor - urgent (T#99)

00 – not viewed (no action has been taken on this assessment)
10 – actioned (some control measures have been applied but there is more to be done)
20 – completed (risks have been reduced as far as is possible)
30 – archived (the assessment is no longer active; usually this is because it has been superseded by a more recent assessment)

You should also add any **Supervisor notes** that are relevant. Remember that the **Supervisor notes** box is intended only for high level information about the assessment such as "User has been referred to Occupational Health" or "User is on maternity leave", it is not intended to store details on the content of the assessment or any actions taken.

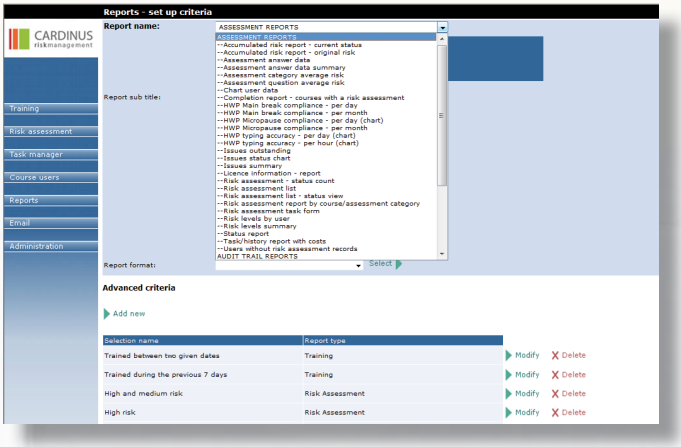
Click **Update** to save any changes you made to the **Status code** or **Supervisor notes**.

5.7 If the issues you have resolved were the highest-rated risks in that category, click **Back** to see the **Assessment list** screen. In the example opposite, Mike Anderton's Your Comfort rating has dropped to 0 as all outstanding risks in that category have been resolved.



6.0 Running reports

6.1 Click the Reports menu to access the wide range of reports that come pre-loaded with PACE.



Use the Report name drop-down to select the report you want from the list. Note that reports are broken into categories and listed alphabetically within those categories.

When you have selected the report you want, the criteria you can apply to that report are displayed. These criteria vary depending on the report you chose, but common options include:

Report sub-title	The text entered here will appear beneath the report title
Location	Narrows the report to only include users from the specified Location
Department	Narrows the report to only include users from the specified Department
Course / Assessment	Narrows the report to a specific course or assessment
Start Date / End Date	Allows you to limit the report to records within the specified date range
Report format	Choose "Web page" or "Microsoft Excel"

Having chosen your report and set the criteria, simply click **Select** to run the report.

Although there are many reports to choose from, here are the most commonly used reports you will find in PACE:

ASSESSMENT REPORTS	
Accumulated risk – current status	Totals all unresolved risks for the specified course, ordered by severity and the number of users with that risk
Issues outstanding	Lists all unaddressed issues including the users who raised them
Risk levels by user	Lists all users with completed risk assessments and the level of overall risk for each user
Status report	Provides a graphical overview of users' progress in the system
Users without risk assessment records	Lists all users without risk assessments
COURSE USERS	
List of course users	Lists active course users
EMAIL REPORTS	
Email – template specific	Lists all users sent the specified email template within the specified date range
TRAINING REPORTS	
Completion report – course with training only	Lists users' progress through courses that do not have risk assessments
Users without training records	Lists all users with no training records